

Search Notes 	Application/Control No.	Applicant(s)/Patent under Reexamination
	10/610,486	HORVITZ ET AL.
Examiner	Art Unit	
Thjuan K. Addy	2614	

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST search terms: success; question; dialog; ACD; automated; call; center; agent; operator; history; past; previous	3/26/2007	TK
EAST eric near2 horvitz.in.	3/26/2007	TK
EAST 379/265.01 and (automated or ACD) and (agent or operator) and (question\$5 or dialog) and (past or history or previous\$5)	3/26/2007	TK
EAST (automated or ACD) and (agent-or operator) and (question\$5 or dialog) and (past or history or previous\$5) and success\$5	3/26/2007	TK
See attached EAST Search History	3/26/2007	TK